

Meeting Minutes
COMMUNICATIONS ACCESS COUNCIL

October 20, 2007

Sprint, 750 E. Warm Springs Rd., Ste. 120, Room 117, Las Vegas NV

ROLL CALL:

Members: Cindy Frank, Dennis Granata, Kim Holloway, Theresa Piccinini, Linda Raymond, Kim Ryan, Jana Vickers, James Womack **Absent:** Karen Pearl

Staff: Betty Hammond, Diana Peachay **Captions:** Karen Berry

Guests: Todd Bader, Caroline Bass, Evelyn Bass, Bob Guernsey, Chameen Stratton

INTRODUCTIONS:

Jana Vickers, Chairman, called the meeting to order at 11:00am. Introductions were made by all present. Chairman discussed housekeeping information.

APPROVAL OF MINUTES:

A motion to approve the minutes of the August meeting, with a correction to indicate Dennis Granata as absent, was offered by Cindy Frank, seconded by Betty Hammond and unanimously approved.

CHAIRMAN'S REPORT:

The council was asked to email Betty Hammond any agenda items that they would like to address, in advance, before each meeting so they can be added to the agenda.

Jana Vickers, Chairman, indicated that she and David Daviton are acting as co-directors for the Deaf and Hard of Hearing Advocacy Resource Center (DHHARC). They have been busy with paperwork, cleaning the office, implementing policy/procedures, developing forms, and improving communication with staff, the board and public. The operational procedure manual is in place. The north case management position had been filled and a brief summary of the person hired and other applicants were given. All six applicants that applied are from out-of-state which she thought was interesting. Cindy Frank praised them for doing a good job organizing DHHARC; she had heard many wonderful things about their efforts. Jana Vickers, Chairman, said that DHHARC was moving forward in a positive direction and, if the council had any questions or concerns, let them know. A job description for the executive director position had just been received for review; the position will be posted hopefully next week. DHHARC plans to fill the position by January or sooner. She briefly gave an update of the positions in the south that are currently filled and stated that the office communication support specialist position in the north needed to be filled; there are currently three applicants.

COORDINATOR'S REPORT:

Betty Hammond, Coordinator, informed the council that she had made some changes to the CAC bylaws that were provided in the handout and asked the council to review them. The council agreed to bring their suggestions, additions or changes to the next meeting. She indicated that the council might want to wait until the regulations were done before they work on the language that may be added for the subcommittee. The Coordinator said that she would like Karen Pearl's feedback, at the next council meeting via teleconference. Betty Hammond will email the policies and procedures handout to Karen Pearl for review.

Betty Hammond, Coordinator, gave an update on the website. She has been working with Linda DeSantis, from DoIt, on the appearance, components, and some links and forms have been setup.

She felt that there is a need for the registry to get started. Information that will be used is still being gathered from Vocational Rehabilitation and a person has been hired for the registry input; the deadline for the registry and regulations is October 2008. The Coordinator indicated that the plan now, with the support of Bob Guernsey and the subcommittee, is to have a rough draft that will be emailed to the council. One of the first goals of the subcommittee will be to setup a timeline. The council discussed the importance of deaf consumers' involvement.

RELAY SERVICE PROVIDER'S REPORT:

Chameen Stratton gave an update on the traffic report. There is a decrease in TRS (Traditional Relay Services) and it is declining on a nationwide basis. Todd Bader indicated that turbo code went down and now it's going back up again due to the calling platform used by Sprint. Chameen Stratton said that Speech to Speech was kind of up and down depending on the time of the year. CapTel has had a little bit of a decrease on incoming calls but an increase on the outgoing calls; so more people are using it which is great. The usage indicated that more training was needed and they need to check if the applicants are receiving the right type of phone for the particular hearing loss they may experience. Chameen Stratton further compared TRS to CapTel and stated that she will email the report to Diana Peachay.

EQUIPMENT DISTRIBUTION PROGRAM AND ADVOCACY REPORTS:

Southern Center Report: Todd Bader gave a brief update on the outreach activities which included: 1) Deaf Fun Day – over 200 people attended and Relay Nevada sponsored \$250/Sprint Relay sponsored pizza, 2) Relay Nevada sponsored I. King Jordan for “Disability Awareness Month” at UNR, 3) Sprint Relay sponsored a three-day deaf senior citizens bowling tournament at The Orleans. Sprint provided Relay Nevada and Sprint Relay information at their booth. One hundred and twenty bowlers and 150 fans were there daily. Sprint Relay received a lot of inquiries regarding Sprint and Relay Nevada. 4) Sprint Relay, subcontractor, had a booth with both Relay Nevada and Sprint Relay at the Mama DiPalma Restaurant. Fifty people attended; they learned about different products and services. 5) Sprint had a booth at the Silver Bells Annual Picnic in Las Vegas and 150 people attended. 6) A World Deaf Poker Tournament recently was held, 165 deaf poker players attended and 124 fans; many of the people inquired about Sprint Relay wireless phones.

Upcoming events so far are: Relay Nevada will sponsor a Deaf and Hard of Hearing accommodations fair at UNR with \$1,500 for refreshment for two days. DHHARC was approved for \$250 for their fifth anniversary office party in Las Vegas.

Todd Bader informed the council of a new person on the Sprint Relay consumer sales team who will focus on Nevada, Arizona, New Mexico, and another state. Todd Bader will focus on California only and the main contact person is Chameen Stratton. Todd Bader stated that he will support both of those positions. The new consumer sales person will start October 26th; he is deaf and is based in Utah. His contact information will be emailed to the council once he has officially started and he will attend the next council meeting. Todd Bader further discussed Sprint Relay's reorganization since the prior accounts manager resignation. He also mentioned using subcontractors to help fulfill outreach requirements. He mentioned that Mr. Daviton will be in that position when he is no longer acting director for DHHARC. He said Angie Lee Greer worked nights and weekends and also C. C. Rosen takes care of events in Las Vegas.

Chapmen Stratton showed the “Do Not Hang Up” DVD that is being distributed to Colorado's businesses to advocate the campaign. She indicated the DVD also had contact information. If Nevada is interested in the campaign, it can be easily duplicated since it caters to any state; she

asked the council to let Betty Hammond know of their interests. Todd Bader indicated that the campaign had been successful in quite a few states. In addition, he talked about working with the Chamber of Commerce in getting the DVD to businesses. The council also viewed some of the new Sprint commercials. Chameen Stratton informed the council of the new VRS address and Todd Bader explained the reasons for the change of address. The council discussed establishment of a 7-1-1 profile and Betty Hammond suggested that the council could use the profile information at their next town hall and/or outreach efforts. Todd Bader suggested having David Stromm, Executive Director, Sprint Relay, present at the next meeting about the different devices due to a lot of questions regarding the phone. Betty Hammond indicated that one of the agenda items will be a discussion of the specific services and a short training on the profile. Todd Bader suggested, at the end of the next meeting, to have a mini hands-on training refresher workshop.

Southern Center Report: Theresa Piccinini gave an update on for the last quarter (July, August, and September). Advocacy, information and referral services: there were 37 clients in the north and 55 clients in the south. She explained how they helped clients in a variety of situations. In addition, DHHARC has provided two workshops to children in emergency preparedness at Camp Sunshine and had taught communications skills to the deaf and hard of hearing children at the Communication Arts Camp. There were three TTY distributions in the north and five in the south. There were no light signalers distributed in the north and six were distributed in the south. Amplified phones: There were 32 distributed in the north and 11 in the south. CapTel: There were 11 distributed in the north and 15 in the south. Telecommunications equipment and the Relay Nevada system training: 55 people attended in the north and 68 in the south.

Linda Raymond informed the council of issues of deaf people in the prisons and how desperate they are in need of help. She indicated that they need to be informed of their rights regarding access to TTY, interpreters and communications. Jana Vickers, Chairman, indicated that they are working on the issue and she would inform the DHHARC about the prison issues and Linda Raymond's concerns.

INTERPRETER/CART SUBCOMMITTEE REPORT:

Kim Ryan indicated that the subcommittee has had quite a few discussions on what needs to happen and will provide more information at the next council meeting. She said that the subcommittee would have more of a plan by then. She informed the council that the subcommittee would meet that day following the council meeting.

PUBLIC COMMENT:

Cindy Frank informed the council of Senate Bill 575 and the importance of the council to track the bill. She will give an update at the next council meeting under public comment. Linda Raymond asked if there was any communication, from Frankie McCabe, regarding stipends for teachers that have taken classes and info on the pilot program. James Womack indicated that College of Southern Nevada (CSN) is trying to ~~move the American Sign Language (ASL) course to a level three~~; **start level 3 ASL PSI, to enter level 3, 4 and 5**; the program will begin in the fall of 2008. He also informed the council that they were in the process building a list of colleges and universities who will share their IP ideas with them through video units for a language lab.. It would be like a pen pal between students of different colleges. Also, they are in the process of providing Sign Language Teacher's Association (ASL-TA) certificates which will assess the linguistics and technical skills of the teachers of ASL. Caroline Preston Bass expressed her thought about the "Don't Hang Up" DVD. She felt it would make a great outreach commercial.

SCHEDULE NEXT MEETING DATE: Meeting dates were emailed to all CAC members prior to this meeting. The next meeting date will be January 19th, 2007 in Las Vegas; time and location will be announced.

ADJOURNMENT: The meeting was adjourned at 1:10pm.